C L A I M S

1. Method for electronically storing, retrieving and/or modifying records and for sequentially steering a process of interrelated actions in respect of said records, using a computer system comprising a display unit, an input unit, a memory unit and a procesing unit, and involving at least one recorded catalogue of recommended actions, **characterised in that** the recorded catalogue(s) of recommended actions comprises/comprise hierarchised sequences of alternative actions, and **in that** the method generates electronic forms comprising a list of recommended actions, information-input requests and/or decision-requests, in function of the hierarchised sequences of alternative actions of the catalogue of recommended actions, and in function of the past history of actions.

2. Method according to claim 1, **characterised in that** the recorded catalogue(s) of recommended actions comprises/comprise electronic selection algorithms in respect of the hierarchised sequences of alternative actions.

3. Method according to claim 2, **characterised in that** the selection algorithms in respect of the hierarchised sequences of alternative actions are integrated in electronic forms generated by the method.

4. ~~Method according~~ to any one of the preceeding claims, **characterised in that** the process of interrelated actions steered by the method involves a number of sequential procedure steps and **in that** for each

subsequent step in the procedure the method generates at least one process form and one evaluation form.

5. Method according to claim 4, **characterised in that** the evaluation form comprises information from the records relevant for any decision-request involved in said evaluation form.

6. Method according to any one of the preceeding claims, **characterised in that** a record of information used/entered is stored in the memory unit.

7. Method according to any one of the preceeding claims, **characterised in that** a record of the information and actions used/entered is stored in the memory unit for the purpose of measurement of the effectivity and/or efficiency of effects and/or results of the procedure.

8. Method according to any one of the preceeding claims, **characterised in that** the method involves a supervising organisation for the purpose of quality controll and quality improvement of the method.

9. Method according to any one of the preceeding claims, **characterised in that** the method allows for the updating of the recorded catalogue(s) of recommended actions.

10. Method according to claims 7 to 9, **characterised in that** said supervising organisation evaluates the effectivity and/or efficiency of effects and/or results based on said records of information and actions used/entered, stored during use of the method, and updates the recorded catalogue(s) of recommended actions in function of said evaluation.

11. Method according to any one of the preceding claims, **characterised in that** the steering software is an application embodiment of commercial LOTUS NOTES and/or LOTUS DOMINO NOTES software.

12. Computer system for electronically storing, retrieving and/or modifying records and for sequentially steering interrelated actions in respect of said records, comprising a display unit, an input unit, a memory unit and a procesing unit, **characterised in that** said memory unit of the computer system comprises at least one recorded catalogue of recommended actions involving hierarchised sequences of alternative actions, and **that** said processing unit of the computer system is programmed to generate electronic forms comprising a list of recommended actions, information-input requests and/or decision-requests, in function of the hierarchised sequences of alternative actions of the catalogue of recommended actions, and in function of the past history of actions

13. Computer system according to claim 12, **characterised in that** the recorded catalogue(s) of recommended actions in the memory unit of the computer system comprises/comprise electronic selection algorithms in respect of the hierarchised sequences of alternative actions.

14. Computer system according to any one of claim 13, **characterised in that** the processing unit of the computer system is programmed to integrate the selection algorithms in respect of the hierarchised sequences of alternative actions into electronic forms.

15. Computer system according to any one of claims 12 - 14, **characterised in that** the processing unit of the computer system is programmed to generate at least one process form and one evaluation form for each step in the process of interrelated actions steered by the computer system.

16. Computer system according to claim 15, **characterised in that** the processing unit of the computer system is programmed to integrate into the evaluation form any information from the records which is relevant for any decision-request involved in said evaluation form.

17. Computer system according to any one of claims 12 - 16, **characterised in that** the processing unit of the computer system is programmed to store a record of the information and actions used/entered during the process, into the memory unit of the computer system.